
FIXED BASE OPERATOR / TENANT SURVEY

Fixed base operators and tenants at 73 airports were requested to respond to a survey which addressed services they provide and those which they expect pilots would prefer but which are presently not available at the airport. In some instances, there were several respondents from the same airport. A total of 65 fixed base operators and tenant surveys were returned. A summary of the responses is presented in Exhibit D-1 and the following observations can be made from this information.

Various business entities operating at the airports responded (Question 1).

Pilots are being provided a wide range of services, many of which complement and supplement those offered by the airport owner/sponsor as indicated in Appendix C.

Fixed base operators and tenants identified, from their perspective, several unmet pilot needs. These may be summarized as follows:

| Unmet Service/Facility Needs | Number of Responses |
|---------------------------------|---------------------|
| Computer access to weather data | 4 |
| Courtesy/rental cars and taxis | 4 |
| Flight planning room | 3 |
| Food/restaurant | 3 |
| Avionics maintenance | 2 |
| AWOS | 2 |
| Lounge/waiting area | 2 |
| Plane washing/wash rack | 2 |
| Instrument approach | 1 |
| Visual landing aids | 1 |

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ADOT, Aeronautics Division is conducting a survey of those enterprises conducting a business at public-use airports in order to enhance flight safety. Please respond to the following questions and return the survey to the public official which oversees the management and operation of the airport who, in turn, will send the survey to our consultant QED. All responses will be aggregated.

1. What is the name of the business being conducted at the airport?

(Various names Indicated)

2. What services are provided to based and transient pilots?

| | |
|-------------------------------------|--|
| <u>26</u> Flight training | <u>34</u> Waiting Lounge area |
| <u>27</u> Aircraft maintenance | <u>2</u> Computer access to DUATS (fee basis) |
| <u>10</u> Avionics installed/repair | <u>9</u> Computer access to DUATS (free) |
| <u>12</u> Sale/Lease aircraft | <u>30</u> Public telephone |
| <u>29</u> Fuel/Oil | <u>12</u> Facsimile access to weather data |
| <u>18</u> Maps/Charts | <u>24</u> A separate area for flight planning |
| <u>22</u> Food snacks | <u>6</u> Television for weather channel broadcast reception |
| <u>35</u> Restrooms | <u>5</u> Computer access to private vendor weather data services and products (i.e., WSI, Kavouras, PanAM, etc.) |
| <u>12</u> Rental car | <u>6</u> Other (please specify) <u>Scenic Tours/Charter (2)</u> |
| <u>12</u> Courtesy car | <u>Restaurant (1) Inside Aircraft Storage (1) Game Room (1)</u> |
| <u>10</u> Oxygen | <u>FAA Written Exams (1)</u> |
| <u>21</u> Lodging information | |

3. What does your customer want? Are there terminal services which the pilots using the airport would like to have, information needs they cannot obtain, or other unmet service needs?

Rental Cars (2) Hangar Space (4) Avionics, Wash Rack (2) Food/Restaurant (3) Taxi /Limo Service (2) Weather Flight Planning Computer/DUATS Access (5) FAA Written Exams (2)
Aircraft Rental (2) AWOS (3) Meeting Room (2) Showers (2) Flight Planning Room (2) Single Responses – VASI, PAPI, Maps, Ice Machine, Waiting Areas, Jet Traffic Services, Direct Phone to FSS, Pilot Sleep Room, Air Charter, Radio, Public Phone

4. Please identify the respondent to this survey:

Name _____
 Airport _____
 Telephone _____

Please return this survey form in the pre-addressed and stamped envelope to:

QED
 P.O. Box 174
 Ridgefield, CT 06877